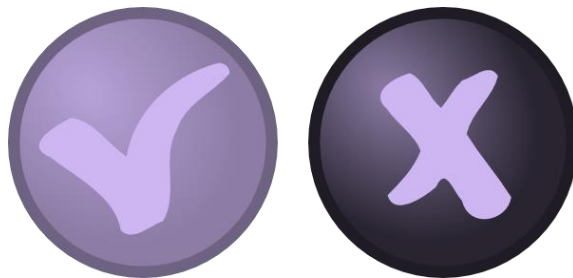




# Defense Personal Property System Customer Satisfaction Survey (DPS CSS)





# The Purpose of the CSS

- The CSS is a performance report that rates the Transportation Service Provider (TSP or carrier)
- Ensures only quality moving companies handle your belongings
- Web-based (accessed through DPS)
  - ❖ Can only be completed when shipment is in “Delivered Complete” status
  - ❖ Reminder emails are sent to complete the CSS
    - Note: if the link to the CSS does not work, log into your DPS account and complete the steps on the following slides
- Only contains 12 questions!



# Log into DPS

**Defense Personal Property System (DPS)**  
Unclassified FOUO-Privacy Act Applies

HostName: HUGV

File Edit View Navigate Query Tools Help 4/13/2016 14:56:31 Saved Queries

Home Self Counseling Shipment Management **Customer Satisfaction Survey [CSS]** Claims Consignment Guide Training DPS User Satisfaction

### Welcome Wanna-Test Move, of Navy

The Defense Personal Property System (DPS), is an automated system developed to help simplify the process of moving. Below is a section that contains Quick Reference information to assist you with your actual move.

#### What you will need to Get Started

You will need the following information in order to complete the self-counseling application:

1. Hard Copy of Orders or a Letter-in-Lieu
2. Your Contact information
3. Pick-up and Delivery (if known) information
4. Proof of Dependents (if applicable)
5. Power of Attorney (if person completing application is not the customer)
6. Firearm information (if applicable)
7. Motorcycle information (if applicable)
8. Privately Owned Vehicle information (if applicable)

#### Quick Reference

- Weight Estimator Calculator
- Counseling Guide
- Shipment Management Guide
- Claims Guide

Process to Complete your Shipments from Start to Finish

Step 1: Please Click Here >>> [United States Navy Information](#)

Step 2: Self Counseling

Step 3: Shipment Management

Step 4: Customer Satisfaction Surveys (CSS)

Step 5: Claims

**To Begin Self Counseling Click Here**

Click the tab at the top of your DPS Homepage labeled "Customer Satisfaction Survey (CSS)"



# Select Shipment

**Defense Personal Property System (DPS)** Unclassified//FOUO-Privacy Act Applies

Home | Site Map | Log Out

Home | Self Counseling | Shipment Management | Customer Satisfaction Survey (CSS) | Claims | Consignment Guide | Training | DPS User Satisfaction

Show  Thursday, January 07, 2016 22:40:47 Reports

Shipment #:

**My Shipments**  1 - 5 of 8+

GBL	Pickup Date	Delivery Date	Pickup Address	Destination Address	Complete Shipment Status	Status	Type of Shipment	Survey Status	Survey Id
> JENQ0000014	08/25/2011	11/15/2011	BREMERTON, WA 98312 UNITED STATES	WASHINGTON, DC 20001 UNITED STATES	Delivered	Delivered	dHHG	Not Started	
> JENQ0000015	08/26/2011	08/26/2011	BREMERTON, WA 98312 UNITED STATES	SAN DIEGO, CA 92101 UNITED STATES	Delivered	Delivered	dHHG	Not Started	
> JENQ0000016	08/27/2011	10/27/2011	BREMERTON, WA 98312 UNITED STATES	SAN DIEGO, CA 92101 UNITED STATES	Delivered	Delivered	dHHG	Not Started	
> JENQ0000019	08/28/2011	10/27/2011	BREMERTON, WA 98314 UNITED STATES	SAN DIEGO, CA 92101 UNITED STATES	Partial	Delivered	dHHG	Not Started	
> JENQ0000021	08/30/2011	10/17/2011	BREMERTON, WA 98312 UNITED STATES	SAN DIEGO, CA 92101 UNITED STATES	Split	Delivered	dHHG	Not Started	

**Highlight the correct shipment by clicking on the > next to the Government Bill of Lading (GBL) number. Next, Click the "Survey" button.**



# Verify Shipment Information

Defense Personal Property System (DPS) Unclassified//FOUO-Privacy Act App

Home Self Counseling Shipment Management Customer Satisfaction Survey [CSS] Claims Cons

Show DPS Surveys Thursday, January 07, 2016 22:53:28

## Personal Property Shipment Survey

### Confirm Shipment Information

Last Name: Training

Email Address: moira.bressi@navy.mil

Carrier Name: PASHA FREIGHT SYSTEMS

GBL: ★ JENQ0000014

Origin Pickup Point: BREMERTON WA UNITED STATES

Destination Delivery Point: WASHINGTON DC UNITED STATES

Pickup Date: 8/25/2011 12:00:00 AM

Delivery Date: 11/15/2011 12:00:00 AM

Type of Shipment: dHHG

Please choose the selection that most accurately describes this shipment information:

This is

-Select-  
My Completed Shipment  
My Uncompleted Shipment  
Not My Shipment

Make sure to verify the shipment information (i.e. pickup and delivery points, delivery date, etc.).

Use the drop down menu to select the shipment information (remember, shipment must be in delivered complete status to submit the CSS).

Click OK

OK



# Survey Questions

Defense Personal Property System (DPS) / Unclassified//FOUO/Privacy Act Applies

Home | Site Map | Log Out

Self Counseling | Shipment Management | Customer Satisfaction Survey [CSS] | Claims | Consignment Guide | Training | DPS User Satisfaction

Show Survey | Thursday, January 07, 2016 22:59:51 | Reports | Saved Queries: \*All TSPs

## DPS Customer Satisfaction Survey

Survey Id: \* 1-1QJF40 | Date: \* 1/7/2016 10:58:23 PM | GBL #: JENQ00000014

Transportation Service Provider: PASHA FREIGHT SYSTEMS | SCAC: PHMS | Customer Name: Navy | Training

### Section I : The Transportation Service Provider (i.e., the movers)

\*1 : Evaluate services provided at origin such as the quality of packing, labeling and organizing:  
Answer: -Select-

\*2 : Evaluate origin services such as the care, courtesy and attitude of the loading crew:  
Answer: -Select-

\*3 : How satisfied were you with the timeliness of the pickup of your personal property by the Transportation Provider (mover)?  
Answer: -Select-

\*4 : Evaluate services provided at destination such as the care, courtesy, attitude of the crew, unloading, and unpacking.  
Answer: -Select-

\*5 : How satisfied were you with the timeliness of the delivery of your personal property by the Transportation Provider (mover)?  
Answer: -Select-

\*6 : How would you rate your overall satisfaction with the moving company's timeliness, courtesy, professionalism, and responsiveness in all phases of your move from first contact through delivery, to include any follow up?  
Answer: -Select-

### Section II : Quality of Life

\*7 : Did your command allow you enough time at origin and destination to schedule and coordinate your move?  
Answer: -Select-

\*8 : Do you plan to file a claim for loss or damage?  
(Your answer to this question will not affect your ability to file a claim later against your shipment).  
Answer: -Select-

Do you authorize the Transportation Service Provider, i.e., the mover, to contact you regarding your survey ?  
Answer: -Select-

Do you authorize the Personal Property Office to contact you regarding the survey?  
Answer: -Select-

Calculate Scores | Cancel

Using the drop down menu, select an answer for each question. Items marked in red are mandatory and you must select a response.

Click "Calculate Scores" to see the results of your survey



# Confirm Survey Scores

Defense Personal Property System (DPS) - Unclassified//FOUO/Privacy not Applicable

Home | Self Counseling | Shipment Management | Customer Satisfaction Survey [CSS] | Claims | Consignment Guide | Training | DPS User Satisfaction

Survey Id: 1-1QJF40 Date: 1/7/2016 10:58:23 PM

Transportation Service Provider: PASHA FREIGHT SYSTEMS SCAC: PHMS Customer Name:

Section I : The Transportation Service Provider (i.e. mover)

\*1 : Evaluate services provided at origin such as the quality of packing, labeling and organizing:  
Answer: [-Select-]

\*2 : Evaluate origin services such as the care, courtesy and attitude of the loading crew:  
Answer: [-Select-]

\*3 : How satisfied were you with the timeliness of the pickup of your personal property by the Transportation P  
Answer: [-Select-]

\*4 : Evaluate services provided at destination such as the care, courtesy, attitude of the crew, unloading, and  
Answer: [-Select-]

\*5 : How satisfied were you with the timeliness of the delivery of your personal property by the Transportation  
Answer: [-Select-]

\*6 : How would you rate your overall satisfaction with the moving company's timeliness, courtesy, professional  
contact through delivery, to include any follow up?  
Answer: [-Select-]

Section II : Quality of Life

\*7 : Did your command allow you enough time at origin and destination to schedule and coordinate your mo  
Answer: [-Select-]

\*8 : Do you plan to file a claim for loss or damage?  
(Your answer to this question will not affect your ability to file a claim later against your shipment).  
Answer: [-Select-]

Do you authorize the Transportation Service Provider, i.e., the mover, to contact you regarding your s  
Answer: [-Select-]

Do you authorize the Personal Property Office to contact you regarding the survey?  
Answer: [-Select-]

https://dpstraining.sddc.army.mil/#SWEApplet1 - Accept & Reject - Internet Explorer

### Confirm Your Survey Scores

On a scale of 0 -100 points, you rated

Origin PPSO Score - out of 100  
TSP Score - 50 out of 100

Destination PPSO Score - out of 100

If these are the point values you wish to assign, click **SUBMIT**  
If you want to change your rating, click **RETURN TO SURVEY**

Please note that once you submit these scores, the survey results can not be changed.

**Submit** **Return to Survey**

**OR**

Scores Cancel

A pop-up window opens that provide the scoring of your CSS results. If you'd like to change the results of your score, click "Return to Survey" and change your response(s). If you're satisfied with the results of your scoring, click the "submit" button.



# Completing the CSS

Thank you for completing this survey regarding the shipment of your personal property. If you wish to provide additional feedback to the Origin PPSO, Transportation Service Provider, Destination PPSO and/or the Survey Administrator, please scroll down to the Feedback section

[Return to Home Page](#)

**Customer Satisfaction Survey**

Survey Id: 1-127171 Date: 9/6/2011 04:18:45 PM GBL #: AGPM0000079

Transportation Service Provider: AAAA FORWARDING, INC. SCAC: AAAA Customer Name: aspa asdy

**Section I : The Origin Personal Property Office (i.e., PPSO or PPSO)**

\*1 : Evaluate the service provided by the Government's origin Personal Property Office that assisted you with making the arrangements for your (e.g., initial contact, ease in contact, appointment availability, customer service, counseling, and answering questions). Good (45 Points)

\*2 : Evaluate how well the personal property shipment pick-up date arranged by the Government's origin Personal Property Office met your req Good (15 Points)

\*3 : Evaluate how well the personal property shipment delivery date arranged by the Government's origin Personal Property Office met your req Good (15 Points)

**Section II : The Transportation Service Provider (i.e., the movers)**

**Feedback**

Thank you for taking time to provide feedback. Please enter a message for the recipient(s) you selected.

Option 1: I authorize the recipient (Transportation Service Provider, PPSO and/or Survey Administrator) to contact me regarding these comments

Option 2: I do not authorize the recipient (Transportation Service Provider, PPSO and/or Survey Administrator) to contact me regarding these comments; however, please provide my shipment information and comments so the recipient may pinpoint areas of or areas for future improvements

Option 3: I want to remain anonymous. I understand that no action will be taken as a result of these comments and I will not be contacted

Note: If you would like the same message to go to more than one recipient, you may copy and paste the text in each message block. Thank You

You must click one of these options for each recipient

**Message for Origin PPSO**

Please limit your comments to 2500 Characters:

[Feedback Authorization Option](#)

Your CSS provides you with an option of leaving additional feedback (free text for your comments). If you wish to provide additional comments, scroll down the page to the “Feedback” section. If you do not wish to provide feedback, click “Return to Homepage”

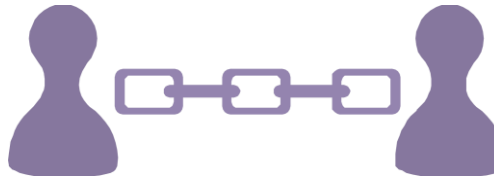


## For assistance with your CSS:

- For assistance in completing your Customer Satisfaction Survey (CSS), contact the DPS System Response Center (SRC or Help Desk) available 24/7:
  - ❖ Toll-Free: (800) 462-2176
  - ❖ Commercial: 618-589-9445



# Links



- **NAVSUP Household Good Portal:** [www.navsup.navy.mil/household](http://www.navsup.navy.mil/household)
- **JTR:** <https://www.defensetravel.dod.mil/Docs/perdiem/JTR.pdf>
- **NAVSUP P 490:** [http://www.move.mil/documents/dod/NAVSUP\\_490\\_Rev6.pdf](http://www.move.mil/documents/dod/NAVSUP_490_Rev6.pdf)
- **DOD Household Goods Portal:** <http://www.move.mil>
- **POV Locator:** <http://www.pcsmypov.com/>
- **Shipping a POV:** [www.transcom.mil/dtr/part-iv/dtr\\_part\\_iv\\_app\\_k\\_3.pdf](http://www.transcom.mil/dtr/part-iv/dtr_part_iv_app_k_3.pdf)
- **Storing a POV:** [www.transcom.mil/dtr/part-iv/dtr\\_part\\_iv\\_app\\_k\\_4.pdf](http://www.transcom.mil/dtr/part-iv/dtr_part_iv_app_k_4.pdf)
- **Weight Estimator Form:** [www.move.mil/documents/dod/weightestimator.xls](http://www.move.mil/documents/dod/weightestimator.xls)
- **It's Your Move Booklet:** [www.transcom.mil/dtr/part-iv/dtr\\_part\\_iv\\_app\\_k\\_1.pdf](http://www.transcom.mil/dtr/part-iv/dtr_part_iv_app_k_1.pdf)
- ***"How to Read Navy Orders"*:** <http://www.navsup.navy.mil/household/orders>



# *Thank You.....*

For additional information or assistance:



[www.facebook.com/navyhhg](http://www.facebook.com/navyhhg)



[www.pinterest.com/navyhhg](http://www.pinterest.com/navyhhg)



[www.youtube.com/navyhhg](http://www.youtube.com/navyhhg)



[www.twitter.com/navyhhg](http://www.twitter.com/navyhhg)

For assistance, email: [householdgoods@navy.mil](mailto:householdgoods@navy.mil) / call: 855-HHG-MOVE (444-6683)